



**NATIONAL COMMISSION FOR THE  
CERTIFICATION OF CRANE OPERATORS (NCCCO)**

**WRITTEN & PRACTICAL EXAMINATION  
TEST SITE COORDINATOR  
HANDBOOK**

- **SIGNALPERSON**



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*This handbook reflects NCCCO's current policies at the time of publication. To be sure that you have the latest version of this book, see the Handbooks and Forms page on the NCCCO website.*

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National Commission for the  
Certification of Crane Operators

*NCCCO does not discriminate against any individual because of race, gender, age, creed, disability, or national origin.*



***This NCCCO certification program is accredited by the American National Standards Institute (ANSI) to ISO 17024—General requirements for bodies operating certification systems of persons.***



ISO/IEC 17024  
Personnel Certification Body  
#0756

Mobile, Tower, Overhead,  
Articulating, and Service Truck Crane  
Operator, Digger Derrick Operator,  
Signalperson, Rigger Level I and  
Level II, Crane Inspector, and Lift  
Director Programs Accredited

Dear Signalperson Test Site Coordinator:

Welcome to the National Commission for the Certification of Crane Operators (NCCCO) national signalperson certification program.

NCCCO is a nonprofit organization founded in 1995 to establish a fair and independent evaluation of crane operator knowledge and skills. Key to this industry-led effort has been the development of CCO Written and Practical Examinations leading to crane operator certifications.

As personnel responsibilities in the lifting industry have become better defined, NCCCO has developed additional certification programs for related trades, such as riggers and signalpersons. This signalperson certification program is the culmination of many years' hard work by experts from the varied industries and groups that use cranes, including construction, steel erection, ironworkers, operating engineers, utilities, and crane rental firms. An NCCCO task force was made up of experts from all aspects of the crane and lifting industry—crane operators, ASME B30 members, signalpersons, training directors, managers, supervisors, insurance representatives—who together represent many thousands of hours of crane operating and signaling experience. These volunteers gave freely of their time and expertise with the goal of improving the safety of all whose work brings them into contact with cranes and lifting equipment.

Until recently signalperson certification was voluntary unless required by local jurisdictions or specific employers. However, in November 2010 the federal Occupational Safety and Health Administration (OSHA) enacted new national standards for cranes and derricks used in construction under 29 CFR 1926 Subpart CC. These new rules state that signalpersons need to be qualified (rather than certified) by a qualified evaluator and that certification by an organization such as NCCCO meets this requirement. Qualification can be either through a third-party qualified evaluator (such as an accredited certification body) or through an employer's qualified evaluator. All signalpersons must be qualified and tested through a written or oral test and a practical test, and the qualification must be documented. CCO signalperson certification meets this requirement.

To ensure that CCO examinations are—and remain—a valid measurement of a crane operator's proficiency, NCCCO used its exam development expertise and guided its task forces in establishing key elements of the program, including identifying essential skills, selecting tasks, standardizing test conditions, developing the scoring process, establishing reliability among tests, and creating flexible application and scheduling procedures. NCCCO continually analyzes the performance of CCO exams and reports to NCCCO's Exam Management Committees.

***This Test Site Coordinator Handbook has been developed to provide you with comprehensive information about administering CCO Written and Practical Signalperson Examinations. NCCCO recognizes the commitment you are about to make, and we want your experience to be a positive and successful one. If, after reading this handbook, there is anything you do not fully understand or need clarified, please call NCCCO at 703-560-2391 or email [info@nccco.org](mailto:info@nccco.org). NCCCO staff will guide you through any aspect of the NCCCO national signalperson certification program that you would like explained in detail.***

Thank you for your support of the NCCCO signalperson certification program!

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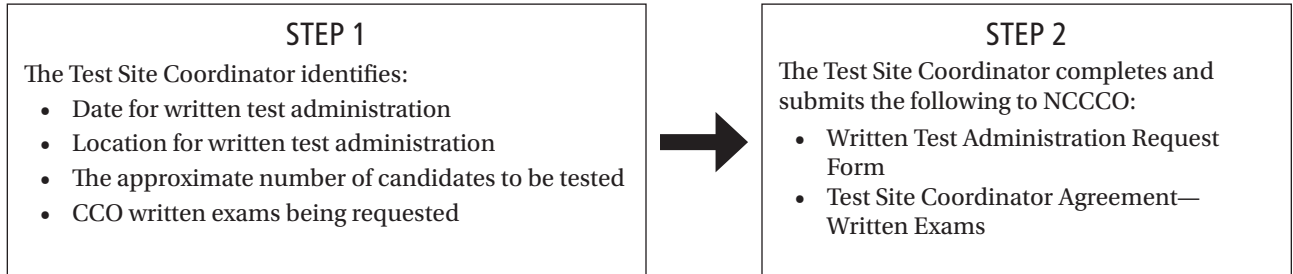
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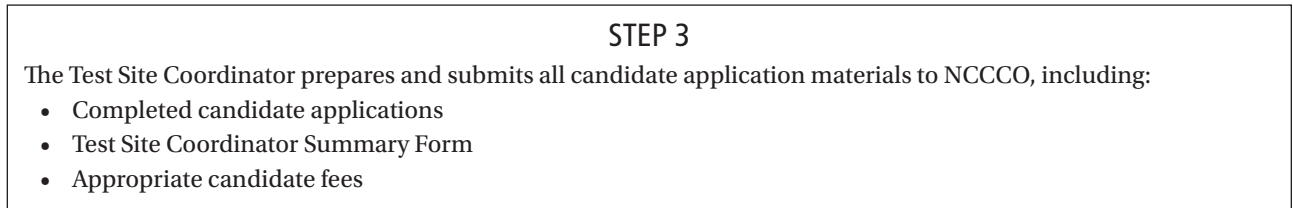
# Written Examination Process

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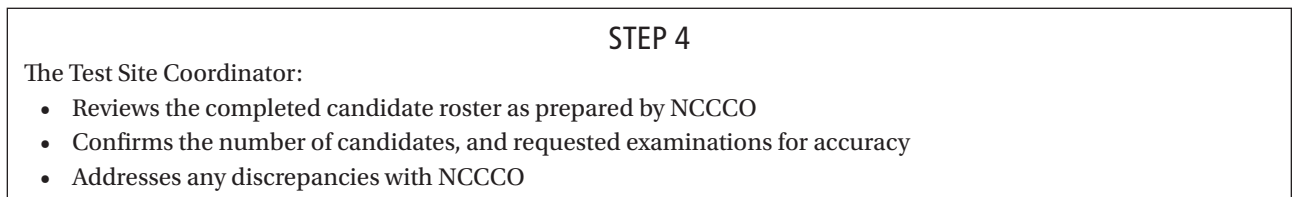


Once the request has been approved, NCCCO will email a letter of approval and confirmation to the Test Site Coordinator. The confirmation letter will include a test administration number and instructions on how to proceed.

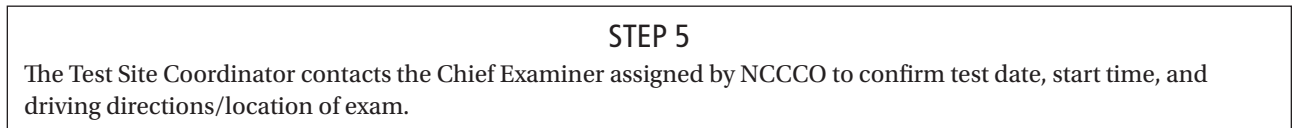
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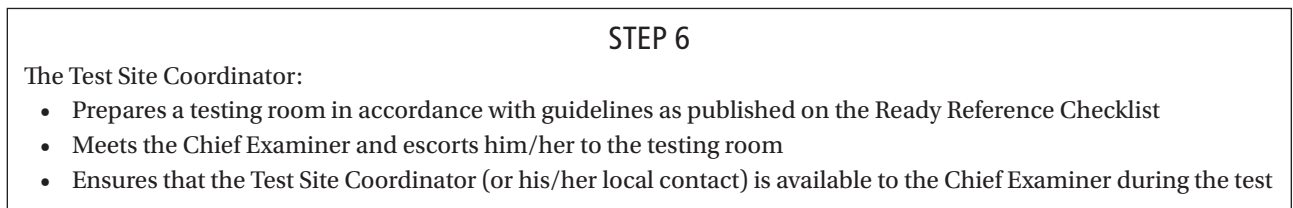
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## TWO OR MORE DAYS BEFORE THE WRITTEN EXAM...



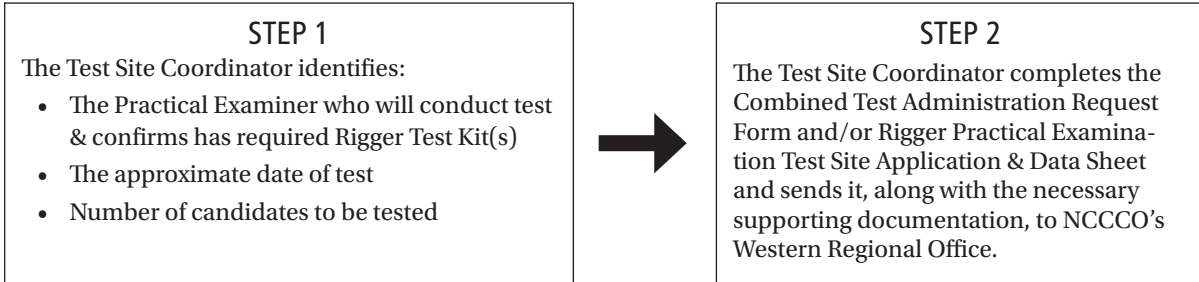
## ON THE DAY OF THE WRITTEN EXAM...



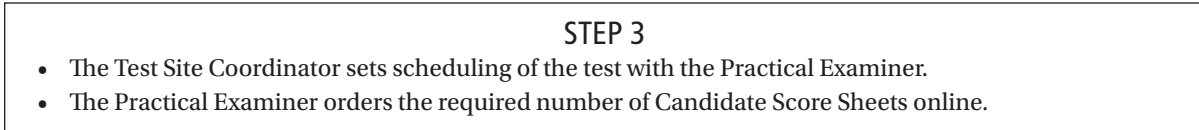


# Practical Examination Process

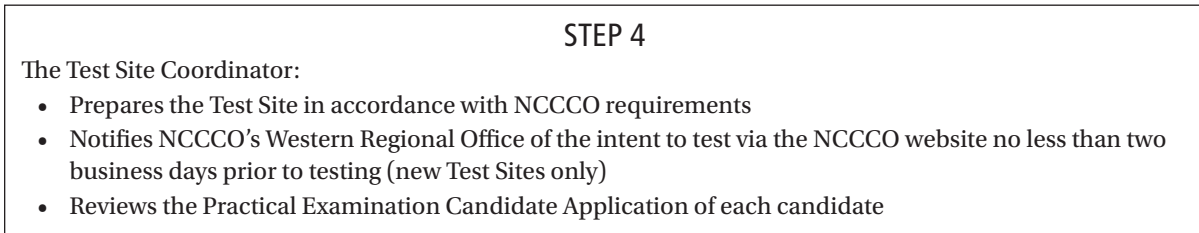
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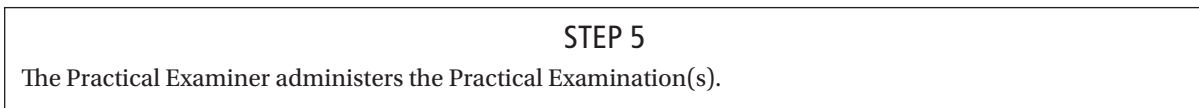
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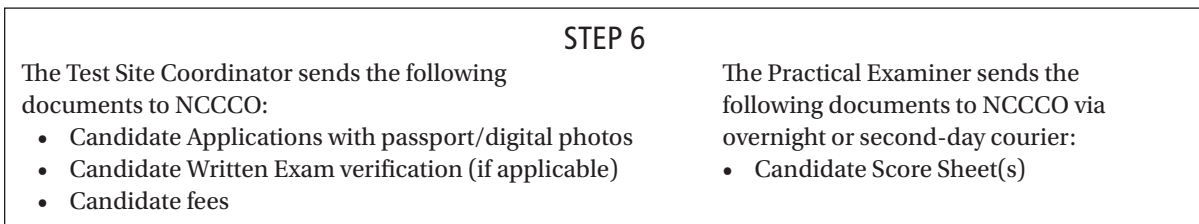
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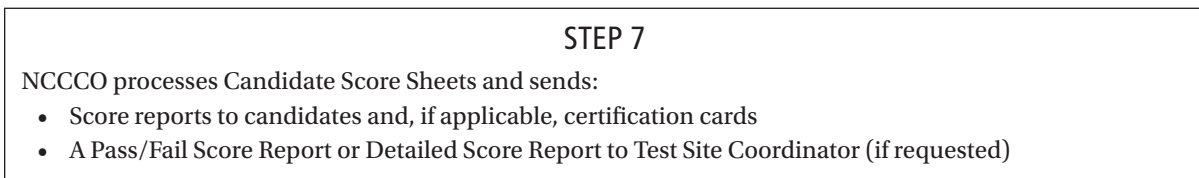
## ON THE DAY OF THE PRACTICAL EXAM...



## AFTER THE PRACTICAL EXAM...



## WITHIN 12 BUSINESS DAYS AFTER RECEIVING THE NECESSARY DOCUMENTS...







# Hosting and Administering Signalperson Written & Practical Examinations

This information is specific to the CCO Signalperson certification program. Information regarding other CCO certification programs is covered in their respective Test Site Coordinator Handbooks. Test Sites and Practical Examiners are permitted charge additional fees beyond the NCCCO exam fees for the use of their facilities and/or services.

## TEST SITE SETUP—WRITTEN EXAMINATION

The examination room should be setup prior to the Chief Examiner's arrival. The examination room must provide adequate separation of candidates, as well as sufficient space for taking the examination. Written Exam Test Sites must meet the following requirements:

- Only one point of entry and exit—candidates must enter and exit through the same door.
  - The testing room must be an indoor facility suitable for the exam candidates, to include:
    - Quiet, well-lit, properly ventilated with a comfortable temperature and free from distractions to candidates
    - Accessible to candidates with special needs
    - A head table or podium at the front of the room
    - A registration table
    - Easy access to unlocked rest rooms stocked with sufficient supplies (no porta-potties)
    - Easy access to a water fountain
    - Large signs prominently posted making candidates aware of the location of the test
    - A clock visible to all candidates, preferably at the front of the room so that candidates can see it without turning their heads
  - The examination room should be setup in classroom style. There must be sufficient tables and space for the number of candidates registered. Make certain that the number of candidates can be seated according to the following requirements:
    - **Six-foot tables:** No more than two candidates per table
    - **Eight-foot tables:** No more than three candidates per table
    - **Round tables:** No more than one candidate per table (These may be used, but are inefficient due to the requirement of only one candidate per table.)
- **Desks:** No more than one candidate per desk (Desks may be used only if their surface area is large enough to hold both the test booklet and answer sheet and should accommodate both left-handed and right-handed candidates with equal comfort.)
- The tables must have smooth writing surfaces and adequate space to accommodate examination booklets and answer sheets without crowding.
  - The testing room must be free of all training aids and training/reference materials, including without limitation posters, writing on boards, and handouts.
  - There must be an adequate supply of sharpened #2 pencils for candidates to use on test day.
  - The chairs must be comfortable, with an appropriate height in relation to the tables used. Chairs with backs are preferable to stools or benches without backs.
  - Rest rooms must be located near the examination room and should be easy to find. Post directional signs if necessary.
  - Room acoustics must be good. If the room is large, make sure that a microphone is available and that it works well enough so that candidates in the back of the room can hear verbal instructions clearly.
  - There must be adequate space for the Chief Examiner to observe candidates easily.
  - Parking must be sufficient to accommodate the number of vehicles expected.

## TEST ROOM CONFIGURATION—PRACTICAL EXAMINATION

Practical Examination administration rules only allow the Practical Examiner and candidate to be present in the room while testing. Once testing has completed for a candidate, he/she must leave the test site and not converse with other candidates who have tested or are waiting to test. Practical Examination rooms must be indoors and meet the following requirements:

- Quiet, adequately-lit, and properly ventilated, with a comfortable temperature and free from distractions to candidates
- Accessible to candidates with special needs
- Easy access to unlocked rest rooms stocked with sufficient supplies
- Easy access to a water fountain

- Large signs prominently posted making candidates aware of the location of the test
- A separate waiting room (away from the testing room) for candidates waiting to test
- Parking is available to accommodate the number of vehicles expected
- A table or large desk with a smooth writing surface for the Practical Examiner to directly face the candidate in order to observe the hand or voice signals given
- Comfortable chairs for the Practical Examiner with an appropriate height in relation to the tables used; chairs with backs are preferable to stools or benches without backs
- A space for the candidate to stand facing the projection screen approximately 12–15 feet away from the screen to demonstrate the appropriate hand or voice signals
- A laptop computer with the following minimum specifications:
  - 256 MB of RAM memory
  - Windows XP or higher
- Audio requirements: external speakers
- Projector with the following minimum specifications:
  - Resolution: 1024 × 768
  - Lumens: 1800
- Projection screen with a clear uniform surface and a viewable display that is at least 60 inches diagonally

**NOTE:** *The laptop, speakers, projector, and projection screen are the responsibility of the Practical Examiner to bring to the Test Site. The Test Site Coordinator may provide any and/or all of this equipment, as long as this is communicated beforehand with the Practical Examiner.*

## ROLES AND RESPONSIBILITIES

The following individuals are vitally important to successful administration of the CCO Signalperson Written and Practical Examinations. They must work together and communicate to ensure a smooth test administration.

### Test Site Coordinator

The person designated by the host company or organization to liaise with NCCCO on test administration matters is known as the *Test Site Coordinator* (TSC).

The Test Site Coordinator is responsible for:

- Submitting all requested information to NCCCO in a timely fashion on the Written Test Administration Request Form and Test Site Coordinator Summary

Form; Written Test Administration Requests may also be submitted online at: [nccco.org/wtar](http://nccco.org/wtar)

- Preparing a testing room in accordance with the general directions listed under Test Room Setup—Written Examination and Test Room Configuration—Practical Examination
- Liaising with the Chief Examiner and NCCCO in all aspects of Test Site preparation and administration
- Ensuring candidate applications are complete and submitted in accordance with stated deadlines
- Remaining on site throughout each Test Administration (or a designated representative)
- Submitting the Test Site Coordinator Agreement Form(s); designated representatives must also submit this form
- Providing an email address and a cell phone number to NCCCO with the first paperwork submission (this may not be a shared email address)

NCCCO periodically emails Information Bulletins to all Test Site Coordinators containing clarifications and updated policies. To remain in good standing, Test Site Coordinators are required to abide by the information contained therein.

### Practical Examiner

Practical Examinations are conducted by NCCCO-accredited *Practical Examiners*. Practical Examiners may test only one candidate at a time. It is important that the Test Site Coordinator and Practical Examiner communicate with each other before testing begins.

On the day of the exam, the Practical Examiner is responsible for:

- Bringing all equipment to run the Practical Examinations, including laptop, projector, projection screen, speakers, and all power and connection cords
- Bringing all Practical Exam materials (i.e., exam CDs, Candidate Response Guides, score sheets)
- Ensuring all candidates have watched the candidate video and understand the Practical Examination (candidates may view video/presentation up to 24 hours before their exam)
- Administering all Practical Examinations for that Test Site
- Returning all examination materials including score sheets to NCCCO at the conclusion of all testing

## Chief Examiner

NCCCO is solely responsible for the rules and procedures for the administration of the written examinations. Administration and supervision of the examination site and staff, including the care and custody of written examination materials, are the responsibility of the *Chief Examiner*. At least one Chief Examiner is required to administer the Signalperson Written Examinations.

The Chief Examiner is responsible for:

- Ensuring that the security of the written examination and related materials is not compromised
- Procuring adequate staff based upon registration count
- Training Proctors
- Conducting Written Examinations
- Ensuring that candidates have all the proper materials and are following all instructions for completing the forms and answer sheets accurately
- Ensuring that candidates neither give nor receive assistance in answering exam questions
- Ensuring no unauthorized people are in the testing room during examinations
- Ensuring candidates leave the testing area when they are through testing to limit communication with previously tested candidates and those waiting to be tested
- Maintaining professional standards of testing practices
- Following up with necessary reports and shipping all Written Examination materials back to NCCCO

## Proctor

*Proctors* assist the Chief Examiner in the administration of the exam. Proctors are under the direction of the Chief Examiner during the test administration. Proctors may not be candidates waiting to take the Written Exam. The primary responsibilities of Proctors are:

- Assisting with set up of room before the examination
- Assisting with admittance and identification check of candidates
- Distributing examination materials
- Monitoring the examination room and observing candidate behavior
- Collecting examination materials and checking out candidates
- Assisting with maintaining examination security

- Adhering to examination time limits
- Assisting with general cleanup at the close of the examination

## Chief Examiner or Proctor Eligibility

NCCCO requires all personnel who are authorized access to CCO examinations to sign a Statement of Confidentiality and Non-Disclosure. Copies of these signed non-disclosure statements are kept on file. To avoid conflict of interest and possible breach of security, individuals who have taken or will take the examination(s) may not serve as either Chief Examiner or Proctor in the administration of CCO examinations.

## RECERTIFICATION

Signalpersons certified by NCCCO must recertify every five years by taking and passing a Practical Recertification Examination.

The Recertification Practical Examination is the same as the examination given for initial certification. Candidates may be scheduled at Signalperson Practical Test Sites to complete their recertification requirements.

## TESTING ACCOMMODATIONS

NCCCO provides reasonable accommodations in accordance with the Americans with Disabilities Act (ADA) for individuals with documented disabilities who demonstrate a need for accommodation. In accordance with the Americans with Disabilities Act, NCCCO does not discriminate against individuals with disabilities in providing access to its examination program.

The Americans with Disabilities Act of 1990 and accompanying regulations define a person with a disability as someone with a physical or mental impairment that substantially limits one or more major life activities, such as walking, seeing, hearing, or learning.

The purpose of accommodations is to provide equal access to CCO examinations. Accommodations match up with the identified functional limitation so that the area of impairment is relieved with an auxiliary aid or an adjustment to the testing procedure. *Functional limitation* refers to the aspects of a disability that interfere with an individual's ability to function; that is, what someone cannot do on a regular and continuing basis as a result of the disability.

The purpose of documentation is to validate that an applicant for test accommodations is covered under the ADA as a disabled individual. Comprehensive information by a qualified professional is necessary to allow NCCCO to

understand the nature and extent of the applicant's disability and the resulting functional impairment that limits access to its examinations. Documentation also allows NCCCO to provide appropriate accommodations for such a disability.

NCCCO will provide, without cost to the candidate, reasonable accommodations designed to facilitate equal access to its certifying examinations for those candidates whose documentation supports such a determination. In no case will accommodations be provided that would compromise the examination's ability to test accurately the skills and knowledge it professes to measure. Similarly, no auxiliary aid or service will be provided that would fundamentally alter the examination.

NCCCO strictly adheres to a policy of confidentiality and does not disclose names of applicants with disabilities or information concerning the application or accompanying documentation. Examinations administered with accommodations are not identified to third-party score recipients and are scored no differently than examinations of other applicants.

Arrangements for persons with disabilities will be provided upon approval. All requests for accommodations must be submitted by the applicant. To apply for accommodations, please download the NCCCO Application for Test Accommodations and the NCCCO Guidelines for Documenting a Request for Test Accommodations from the NCCCO website. For further information, see the complete NCCCO Testing Accommodations Policy at: [www.nccco.org/accommodations](http://www.nccco.org/accommodations).

If you have any questions or need clarification, please contact NCCCO at (703) 560-2391.

## **AUDIT PROGRAM**

NCCCO conducts audits of Test Sites and/or Practical Examiners in accordance with the accreditation requirements of the American National Standards Institute (ANSI).

Test Sites and/or Practical Examiners are selected for audits on the basis of a variety of criteria, including random selection, in response to issues reported by candidates, unusually high or low pass rates, new Test Sites, or probationary Examiners.

Once a site has been selected for an audit, the Test Site Coordinator or company representative from the site may be notified by letter from NCCCO prior to the scheduled test day. In addition, the Auditor will contact the Test Site Coordinator or company representative to verify the test-

ing date and the site address. Unannounced audits may also be conducted.

It is a condition of Practical Examiner accreditation and Test Site status that all Test Site personnel, including the Test Site Coordinator, Practical Examiner, and Proctor, cooperate fully with the NCCCO Auditor during the audit process.

Practical Examiners who have been audited and notified that an additional audit is required will be responsible for the expenses incurred by NCCCO for the additional audit. Any practical exams conducted by the Examiner will not be scored until NCCCO has been reimbursed for the incurred expenses.



# Applying to Host Signalperson Written & Practical Examinations

## WRITTEN EXAM REQUESTS

All requests for paper/pencil test (PPT) administrations must be made on the Written Test Administration Request Form at least four weeks prior to the desired test date. Written Test Administration Requests can also be completed online at [nccco.org/wtar](http://nccco.org/wtar).

Once the request has been approved, NCCCO will email a letter of approval and confirmation to the Test Site Coordinator. The confirmation letter will include instructions on how to proceed with the candidate applications and a test administration number that must be included on candidate applications for that Test Site and secured test date.

Candidates also have the option of taking their Written Exams at approximately 300 PSI computer-based testing (CBT) facilities around the country. See the Signalperson Candidate Handbook for CBT application procedures and fees.

## PRACTICAL TEST SITES

New Signalperson Practical Exam Test Sites must submit a Signalperson Test Site Application and pay an annual \$50 registration fee at the time of application; existing test sites must pay the \$50 Test Site fee before the first practical test of each calendar year thereafter. If running a variety of CCO exams at that location, only one Test Site fee is charged on an annual basis. Employers or organizations with more than one Test Site must pay a fee for each location. Candidate Score Sheets from Practical Exam Test Sites that have not paid their annual \$50 fee will not be processed.

Test Sites are registered to the physical address of where testing occurs. Multiple companies and/or sites are not permitted to be established under the same address, although additional equipment can be added by submitting the appropriate Test Site Application(s) to NCCCO's Western Regional Office. Should a Test Site need to become inactive or remove equipment, it must provide the following information to NCCCO in writing:

- PE Site Number
- Company Representative
- Company
- Contact information (phone and email)
- Company Representative signature

No site will be discontinued without this documentation. Any Practical Exam Test Sites that become inactive

(i.e., do not pay their annual test site fee) will be placed in probationary status (see below) and must follow the requirements for new test sites should they want to become approved again in the future.

In the event a Test Site's location changes, a new Test Site must be established by completing and submitting a new Test Site Application. A new site number will be assigned to the new location. Score sheets submitted for testing at unregistered Test Sites will not be processed.

## NEW AND PROBATIONARY TEST SITES

For all new test sites and for 12 months after their first test administration, all new NCCCO Practical Exam Test Sites are conferred "probationary" status. The purpose of this probation is to monitor new test sites and ensure that they are following NCCCO's policies and procedures. These procedures include proper notification of testing, proper cancellation, and cooperation in the audit process.

Probationary test sites are required to provide notification via the NCCCO website at <http://nccco.org/login> no less than two business days prior to any test administration. Changes or cancellations to testing plans are subject to the same notification requirement. Once a site has provided test notification to NCCCO, that will be considered intent to test on that day and the site may be audited even if no testing occurs.

After a 12-month time frame, a probationary test site's history is reviewed to ensure that it has followed NCCCO's policies and procedures, including notification procedures. If a test site has not been providing proper notification, the probationary period will be extended at six-month intervals until such time that the policies and procedures have been properly followed.

## TEST SCHEDULING OPTIONS

### Regular Schedule

With a guarantee of at least 15 candidates, there is no additional fee for Test Sites that provide a completed Written Test Administration Request Form at least four weeks prior to the desired test date.

### Late Test Site Applications

Test Sites may apply with less than four weeks' notice, subject to the following fees:

- Less than four weeks to three weeks prior to exam: \$200
- Less than three weeks to two weeks prior to exam: \$300



## Test Sites with Less Than 15 Candidates

Test Sites may test fewer than 15 candidates at one time, subject to the following fees:

- 11–14 candidates: \$200 flat fee, plus candidate fees
- 1–10 candidates: \$300 flat fee, plus candidate fees

## COMBINED RIGGER AND SIGNALPERSON TEST ADMINISTRATIONS

If desired, Combined Test Sites can be used to run Signalperson and Rigger certification exams in one session. NCCCO offers a discounted price to candidates taking these two programs together. All Written Exams are conducted on the scheduled test day with the Chief Examiner present. All Signalperson and Rigger Practical Exams must be completed within seven days of the Written Exam date, and all Practical Exam documentation must be sent into NCCCO as soon as possible for processing. Practical Exams completed after seven days of the Written Exam date will be subject to additional fees.

*To be classified as a “Combined” Test Site, one or more candidates must apply for and complete all four Signalperson and Rigger Level I exams in the required seven-day period.*

*If conducting both Signalperson and Rigger exams, please read the Rigger Test Site Coordinator Handbook for additional information specific to that program.*

**NOTE: No other CCO certification exams (e.g., Mobile Crane Operator) may be administered at Combined Test Sites.**

## Combined Test Sites with Fewer Than 10 Candidates

When Rigger exams are combined with Signalperson exams at a Combined Test Site, the minimum number of candidates is 10. Combined Test sites may test fewer than 10 candidates per day, subject to a fee of \$250.

## APPLICATION DEADLINES

Tests can be administered at any time, as long as application deadlines are adhered to. Sample deadlines shown are for a test date of January 29.

January						
S	M	T	W	Th	F	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Written Test Administration Request Form due four weeks prior to test date. → (1)

Candidate Applications and Test Site Coordinator Summary Form due two weeks prior to test. → (15)

Test Day ● (29)

## Expedited Test Administrations

Test Sites may request expedited candidate application processing and score reporting for an additional fee. Fees are based on the specific circumstances of the test administration requested. Contact NCCCO for more details.

## SITE CANCELLATION AND RESCHEDULING FEES

Test Sites that cancel tests without giving at least 15 days’ prior notice in writing to NCCCO are required to pay a cancellation fee of \$400. Test sites that cancel or reschedule between 16 and 30 days prior to the scheduled test date must pay a fee of \$100.

## Deadlines

**Please note that all deadlines are based on UPON RECEIPT deadlines to NCCCO. Candidates/Test Site Coordinators are solely responsible for making sure that complete and accurate applications reach NCCCO by the stated deadline.**

## CANDIDATE APPLICATION FEES

The appropriate fees must be enclosed with all application(s). Checks and money orders payable to NCCCO are preferred. Credit cards (VISA, MasterCard, or American Express) can also be used. Do not send cash. Please do not staple checks or money orders to the application forms, but do include payment in the envelope with all the other application materials. *All returned checks that cannot be processed will be subject to a \$30 fee.*

### Exam Fees/Retest Fees for Signalperson candidates:

- Signalperson Written Exam \$100
- Signalperson Practical Exam \$100

### Combined Signalperson & Rigger Level I Fees:

- Signalperson & Rigger Level I Written and Practical Exams (4 exams) \$270\*

**\*To receive discounted pricing all Written Exams must be taken at a Combined Rigger and Signalperson Administration. All Practical Exams must be completed within seven days of the Combined Written Exam administration or exam fees will be forfeited.**

### Additional Fees:

Candidates will be charged an additional \$50 fee if their applications are late.

Candidates will be charged an additional \$25 fee if:

- They need to cancel their application (see Cancellation Policy, p.9)
- They wish to have a duplicate score report issued

- They need a duplicate/updated certification card

Candidates will be charged an additional \$30 fee if:

- Their application form is incomplete
- They do not send in full payment
- Their credit card cannot be processed for any reason
- Their check is returned

All application materials must be received at NCCCO's office according to the sample test schedule outlined above under "Application Deadlines."

### Late Applications

Applications received after the main application deadline, but at least four business days prior to the exam administration deadline, will be accepted for an additional \$50 late fee. For example, for a test administration on a Saturday, late applications that arrive at NCCCO's office by 5:00 p.m. (ET) on the Monday evening prior to the test will be accepted. Candidate applications that arrive after that time cannot be accepted.

*Walk-in candidates cannot be accepted under any circumstances.*

### RETEST POLICY

If a candidate fails a written exam, he/she may retake it. Candidates must wait a minimum of four weeks to retest unless an alternate form of the exam is available. Alternate forms are available via CBT only. An alternate form for the Signalperson program is currently in development.

### CANCELLATION POLICY

Should a candidate be unable to sit for the examination for any reason, NCCCO must receive email notification at [candidate@nccco.org](mailto:candidate@nccco.org) no later than seven business days prior to the examination date. Candidates will receive a refund of exam fees paid within 30 days of the cancellation, minus a \$25 cancellation fee.

*Candidates wishing to cancel after the deadline or not sitting for the examination will forfeit all application fees and will NOT receive a refund.*

### Cancellation Due to Emergency

*Only the following situations* will be accepted as grounds for cancelling after the deadline (seven business days before scheduled exam):

- **Called to work**—supporting documentation required: *letter from employer*

- **Candidate illness**—supporting documentation required: *doctor's note*
- **Family death**—supporting documentation required: *death certificate or obituary notice*

Emergency-related requests require submission of a letter describing the situation. Full name, address, and Candidate ID/CCO Certification number must be included along with the scheduled test date, written test administration number, and supporting documentation indicated above. Submissions should be sent to: [candidate@nccco.org](mailto:candidate@nccco.org).

**NCCCO MUST receive written notification and supporting documentation within seven business days after the scheduled examination date or all application fees will be forfeited.**

If the request is approved, candidates will receive a refund of exam fees paid within 30 days of the approval, minus a \$25 cancellation fee.

### SUBMITTING APPLICATIONS

Once testing is completed, the Test Site Coordinator must electronically submit (eSubmit) to NCCCO:

- Candidate applications with photos
- Candidate fees

For additional information regarding eSubmit, please contact Jennifer Warner at 727-449-8525, ext. 430 or by email at [jwarner@nccco.org](mailto:jwarner@nccco.org).

If unable to submit electronically, Test Site Coordinators may send to NCCCO via overnight or second-day courier.

### SCORE REPORTS

All candidates are sent a report of their performance within approximately 12 business days after the examination administration.

Test Site Coordinators are automatically sent at no charge a Pass/Fail Score Report and Certification Number Report for all candidates testing at their sites. NCCCO encourages Test Site Coordinators to use the data in both reports (but not the report itself) to provide information to candidates or their employers so they may schedule retesting or verify certification through the Verify CCOonline (VCO) system.

Test Site Coordinators may also request a Detailed Score Report for all candidates by completing the appropriate form in this handbook and submitting it, along with a \$50 processing fee, to NCCCO when returning test administration materials for each administration. **Note that all requests for Detailed Score Reports must include the release signature of each candidate.**

Report requests will be processed upon receipt and provided to Test Site Coordinators after the exams are scored (normally within 10 business days of the exam).

### **SIGNALPERSON CERTIFICATION TIME FRAMES**

Candidates must pass both Written and Practical Examinations to be certified for a five-year period. The Written and Practical Exams may be taken in either order. Candidates have 12 months from the time they pass their first Written or Practical Exam in which to pass the corresponding (Written or Practical) Exam.

Any tests passed within a 12-month period count towards certification. For example, a candidate who fails the Signalperson Written Exam in January 2015 but passes the Signalperson Practical Exam in June 2015 has until June 2016 to retake (and pass) the Signalperson Written Exam.

Candidates for certification or recertification may petition for an extension of NCCCO's standard timeline(s). NCCCO staff shall have the discretion to make the initial determination of whether a requested extension should be granted. Petitions for an extension of time are generally denied absent a showing of extraordinary circumstances. Denials of such petitions may be appealed to the Appeals Committee.

### **PERMANENT TEST SITES**

Practical Test Sites that test on a regular basis may become permanent Practical Test Sites. For such sites, the requirement for a site inspection prior to each operator test may be waived. This option is available only to test sites where there has been no change in test crane, test site/location, and Test Site Coordinator in the last 12 months.

Permanent Test Sites that are open to qualified candidates may be listed on the NCCCO website using the Agreement for Listing as an Open Practical Exam Test Site form available on the Handbooks and Forms page.

Use the enclosed Permanent Test Site Application to apply for Permanent Test Site status. Probationary test sites may not apply.

### **SECURE TEST SITES**

Test sites with limited access and/or enhanced security protocols that might interfere with the ability of testing personnel and/or NCCCO staff and Auditor to enter are required to indicate on their Test Site Applications

that they are secure sites. They must also complete the enclosed Security Requirements Report and provide any associated documentation (such as the site's formal security policy), all of which should be submitted along with the Test Site Application and Test Administration Request form. All Secure Test Sites—including permanent Test Sites—must submit completed Security Requirement Reports annually.





# Typical Written Exam Test Day Schedule

## SCHEDULE GUIDE

The Test Day is arranged so that the candidates can test in a timely manner throughout the day without disruption. No one other than candidates and Chief Examiners are allowed in the Written Exam testing room during the exam for any reason.

Remember that the following schedule is just a guide. The Test Site Coordinator is responsible for informing the candidates of what time to arrive the day of testing. Confirm the time with the Chief Examiner as well as the Practical Examiner during your pre-exam discussions with them.

<b>TIME</b>	<b>ACTIVITY</b>
7:30 a.m.– 8:00 a.m.	Chief Examiner and Proctors arrive at Test Site to administer the Written Exam. Check and prepare testing room (if needed). <i>Call NCCCO immediately with any test site issues.</i>
8:00 a.m.– 8:15 a.m.	Candidates sign-in. Check candidates' identification. Seat candidates.
8:15 a.m.– 8:30 a.m.	Chief Examiner reads instructions for Signalperson Written Examination.
8:30 a.m.– 9:30 a.m.	<i>Administer Signalperson Written Exam (60 minutes).</i>
9:30 a.m.– 9:45 a.m.	Break <i>Chief Examiner collects and counts all materials.</i>
9:45 a.m.–10:45 a.m.	<i>If applicable, administer Rigger Written Exam (60 minutes).</i>
End of Test Day	<i>Chief Examiner collects and counts all materials.</i> Dismiss candidates.

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## **Test Administration Forms SIGNALPERSON PROGRAM**

*Please photocopy all sides of the following forms when applying to administer CCO Examinations:*

- **Signalperson Practical Test Site Application Form**
- **Written Test Administration Request Form**
- **Combined Test Administration Request Form**
- **Test Site Coordinator Agreement Form—Written Exams**
- **Test Site Coordinator Agreement Form—Practical Exams**
- **Test Site Coordinator Summary Form**
- **Practical Test Administration Summary Form**
- **Ready Reference Checklist**
- **Detailed Score Report Request Form**
- **Permanent Test Site Application**
- **Security Requirements Report**

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# Written Test Administration REQUEST FORM

This form may also be completed and submitted online at: [www.nccco.org/wtar](http://www.nccco.org/wtar).

Please submit this form when you have found a facility that meets the test criteria and you are ready to commit to a specific exam date. **This form must be submitted at least four weeks prior to the test date selected below.** Incomplete forms or forms with no signature may delay processing. You will receive an approval letter with a test administration number to document on your Candidate Applications, which are due no later than two weeks prior to the Written Exam test date.

Test Site can seat up to \_\_\_\_\_ candidates. There are \_\_\_\_\_ (number) testing rooms at this Test Site.

Do you want your written Test Site open to candidates outside your company or organization? Yes  No

**Test Site Coordinator:** Please indicate the best time of the day for the Chief Examiner to contact you: \_\_\_\_\_ a.m./p.m.

**Please type or print neatly.**

TEST SITE COORDINATOR NAME			
TEST SITE COORDINATOR COMPANY or ORGANIZATION			
TEST SITE COORDINATOR COMPANY MAILING ADDRESS			
CITY	STATE	ZIP	COUNTRY
TEST SITE COORDINATOR CELL PHONE		COMPANY PHONE	
TEST SITE COORDINATOR EMAIL		<input type="checkbox"/> Check here if this is your first written test administration. <input type="checkbox"/> This is a Secure Test Site. (If checked, submit completed Security Requirements Report using enclosed form; for details see "Secure Test Sites" under "Applying to Host CCO Exams.")	
REQUESTED DATE OF TEST			
TEST SITE LOCATION NAME (if different from above)			
DESIGNATED REPRESENTATIVE AT TEST SITE LOCATION (if different from Coordinator above)		REPRESENTATIVE CELL PHONE	
TEST SITE ADDRESS (if different from above)		REPRESENTATIVE EMAIL	
CITY	STATE	ZIP	COUNTRY

WRITTEN EXAMS SUMMARY	Mobile Cranes	Tower Cranes	Overhead Cranes	Articulating Cranes	Digger Derricks	Ded. Pile Drivers	Drill Rigs	Rigger Level I	Rigger Level II	Signal-person	Crane Inspector	Lift Director
# of Certification Exams:												
# of Retest Exams:												
# of Recertification Exams:										N/A		

**I have read and understand the expectations of the Test Site Coordinator as well as the Criteria for the Test Site as described in the Written Examination Test Site Coordinator Handbook available on the NCCCO website at [www.nccco.org/handbooks](http://www.nccco.org/handbooks).**

TEST SITE COORDINATOR SIGNATURE	DATE
---------------------------------	------

**Please return this Application Form for approval at least four weeks prior to exam to:**

NCCCO—Testing Services Department  
34125 U.S. Highway 19 North, Suite 150  
Palm Harbor, FL 34684

Email: [kqualls@nccco.org](mailto:kqualls@nccco.org)  
Phone: 727-449-8525  
Fax: 727-461-2746



# Combined Test Administration REQUEST FORM—RIGGER & SIGNALPERSON

*This form may also be completed and submitted online at: [www.nccco.org/wtar](http://www.nccco.org/wtar).*

Please submit this form when you have found a facility that meets the test criteria and you are ready to commit to a specific exam date. **This form MUST be submitted at least four weeks prior to the test date selected below.** Incomplete forms or forms with no signature may delay processing. You will receive an approval letter with a test administration number to document on your Candidate Applications, which are due no later than two weeks prior to the Written Exam test date.

This Combined Test Site is for:  Signalperson/Rigger Level I  Rigger Level I/Rigger Level II

Do you want your Test Site open to candidates outside your company or organization? Yes  No

This is my first test administration: Yes  No

Have you submitted your Practical Examination Test Site Application? Yes  No

This is a secure site: Yes  No  (If “Yes,” submit completed Security Requirements Report using enclosed form; for details see “Secure Test Sites” under “Applying to Host CCO Exams.”)

**Test Site Coordinator:** Please indicate the best time of the day for the Chief Examiner to contact you: \_\_\_\_\_ a.m./p.m.

**Please type or print neatly.**

TEST SITE COORDINATOR		COMPANY or ORGANIZATION			
COMPANY MAILING ADDRESS		CITY	STATE	ZIP	COUNTRY
TEST SITE COORDINATOR CELL PHONE		COMPANY PHONE			
EMAIL (Test Site Coordinator/Company Rep.)		COMPANY REP AT TEST SITE LOCATION (if different from Coordinator above)			
TEST SITE LOCATION NAME (if different from above)		COMPANY REP CELL PHONE			
TEST SITE ADDRESS ADDRESS (if different from above)		CITY	STATE	ZIP	COUNTRY
REQUESTED DATE OF TEST	NAME OF PRACTICAL EXAMINER	PE #	PE PHONE		
NAME OF 2ND PRACTICAL EXAMINER (if necessary)	PE #	NAME OF 3RD PRACTICAL EXAMINER (if necessary)	PE #		

	# of Certification Candidates:	# of Recertification Candidates:	# of Retest Candidates:	# of Testing Rooms:	# of Practical Examiners:
Signalperson					
Rigger Level I					
Rigger Level II					

**I have read and understand the expectations of the Test Site Coordinator as well as the criteria for the Test Site as described in the Signalperson Examination Test Site Coordinator Handbook.**

TEST SITE COORDINATOR SIGNATURE	DATE
---------------------------------	------

**Please return this Combined Test Administration Request Form for approval at least four weeks prior to the requested exam date to:**

NCCCO—Testing Services Department  
34125 U.S. Highway 19 North, Suite 150  
Palm Harbor, FL 34684

Email: [kqualls@nccco.org](mailto:kqualls@nccco.org)  
Phone: 727-449-8525  
Fax: 727-461-2746



# Test Site Coordinator Agreement FOR CCO WRITTEN EXAMINATIONS

Thank you for your application to be a Test Site Coordinator for CCO Written Examinations. Test Site Coordinators play a critical role in the NCCCO examination process, from the initial site application, through the collection and submission of candidate applications to NCCCO, to serving as liaison with the Examiner on test day. To ensure a smooth administration of CCO certification exams, it is critical that Test Site Coordinators fulfill their duties in a competent and professional manner. Please review the following Agreement and sign below where indicated, acknowledging that you have read and understood this Agreement and that, should your application be successful, you agree to abide by all of its provisions. NOTE: If your employment or affiliation changes from the company/organization listed below, you must complete and execute this form anew.

As a Test Site Coordinator for CCO Written Examinations, I certify and acknowledge that:

1. I will not disclose (nor cause to be disclosed) to anyone outside of NCCCO any confidential information I obtain as a result of my participation as a Test Site Coordinator in the CCO certification program, including, without limitation, the content of any examination.
2. I have read all applicable NCCCO policies and procedures, particularly those detailed in the Written Examination Test Site Coordinator Handbook, and I agree to be bound by the same.
3. I have read NCCCO's Criteria for Test Sites and agree to prepare all Test Sites in accordance with the general directions set forth therein.
4. I agree to provide authorized personnel with access to the Test Site on test day and to remain (or arrange for my designated representative(s) to remain) at the Test Site throughout the test administration.
5. If I arrange for one or more representatives to remain at the Test Site, I agree to explain the responsibilities and obligations of a Test Site Coordinator to such persons and to ensure their compliance therewith.
6. I understand that the site for which I am a Test Site Coordinator may be audited by NCCCO and that I am required to cooperate fully with the NCCCO Auditor.
7. I agree to meet all applicable deadlines for submitting the Written Examination Test Administration Request Forms and Test Site Coordinator Summary Forms.
8. I agree to ensure that all Candidate Applications I submit are complete and in compliance with stated NCCCO policies and procedures, including any required payments.
9. I agree to pay any and all fees that are due in a timely fashion, including any additional fees I may incur by submitting incomplete or late applications.
10. I agree not to make, and not to knowingly allow any other person to make, any material misrepresentation or omission of fact in any document I submit to NCCCO.
11. I am acting on my own behalf and/or on behalf of the company or organization set forth below, and I am not acting to circumvent a prior NCCCO suspension or revocation.
12. I agree to conduct my affairs with NCCCO, any Examiner, clients, and candidates in a professional manner, according to accepted codes of business conduct.

*I understand that non-compliance with any of these provisions may result in the revocation or suspension of my status as a Test Site Coordinator for CCO Written Examinations. I agree that any questions or other matter arising under this agreement will be governed by and construed in accordance with the laws of the State of Virginia, without regard to choice of law rules. All actions and proceedings arising out of or relating directly or indirectly to this agreement will be filed and litigated exclusively in any state court or federal court located in the State of Virginia. I expressly consent to the jurisdiction of these courts.*

SIGNED		DATE	
NAME		EMAIL	
COMPANY/ORGANIZATION			
ADDRESS			
CITY	STATE	ZIP	COUNTRY
TELEPHONE	CELL		

*Please complete and submit to:*

NCCCO—Testing Services Department  
34125 U.S. Highway 19 North, Suite 150  
Palm Harbor, FL 34684

Email: [kqualls@nccco.org](mailto:kqualls@nccco.org)  
Phone: 727-449-8525  
Fax: 801-938-9540





# Test Site Coordinator Agreement FOR CCO PRACTICAL EXAMINATIONS

Thank you for your application to be a Test Site Coordinator for CCO Practical Examinations. Test Site Coordinators play a critical role in the NCCCO examination process, from the initial site application, through the collection and submission of candidate applications to NCCCO, to serving as liaison with the Examiner on test day. To ensure a smooth administration of CCO certification exams, it is critical that Test Site Coordinators fulfill their duties in a competent and professional manner. Please review the following Agreement and sign below where indicated, acknowledging that you have read and understood this Agreement and that, should your application be successful, you agree to abide by all of its provisions. NOTE: If your employment or affiliation changes from the company/organization listed below, you must complete and execute this form anew.

As a Test Site Coordinator for CCO Practical Examinations, I certify and acknowledge that:

1. I will not disclose (nor cause to be disclosed) to anyone outside of NCCCO any confidential information I obtain as a result of my participation as a Test Site Coordinator in the CCO certification program, including, without limitation, the content of any examination.
2. I have read all applicable NCCCO policies and procedures, particularly those detailed in the Practical Examination Test Site Coordinator Handbook, and I agree to be bound by the same.
3. I have read NCCCO's Criteria for Practical Test Sites and agree to prepare all Test Sites in accordance with the general directions set forth therein.
4. I agree to provide authorized personnel with access to the Test Site on test day and to remain (or arrange for my designated representative(s) to remain) at the Test Site throughout the test administration.
5. If I arrange for one or more representatives to remain at the Test Site, I agree to explain the responsibilities and obligations of a Test Site Coordinator to such persons and to ensure their compliance therewith.
6. I understand that the site for which I am a Test Site Coordinator may be audited by NCCCO and that I am required to cooperate fully with the NCCCO Auditor.
7. I agree to meet all applicable deadlines for submitting the Practical Test Site Application and Data Sheet with all necessary supporting crane documentation.
8. I agree to ensure that all Candidate Applications I submit are complete and in compliance with stated NCCCO policies and procedures, including any required payments.
9. I agree to pay any and all fees that are due in a timely fashion, including any additional fees I may incur by submitting incomplete or late applications.
10. I agree not to make, and not to knowingly allow any other person to make, any material misrepresentation or omission of fact in any document I submit to NCCCO.
11. I am acting on my own behalf and/or on behalf of the company or organization set forth below, and I am not acting to circumvent a prior NCCCO suspension or revocation.
12. I agree to conduct my affairs with NCCCO, any Examiner, clients, and candidates in a professional manner, according to accepted codes of business conduct.

*I understand that non-compliance with any of these provisions may result in the revocation or suspension of my status as a Test Site Coordinator for CCO Practical Examinations. I agree that any questions or other matter arising under this agreement will be governed by and construed in accordance with the laws of the State of Virginia, without regard to choice of law rules. All actions and proceedings arising out of or relating directly or indirectly to this agreement will be filed and litigated exclusively in any state court or federal court located in the State of Virginia. I expressly consent to the jurisdiction of these courts.*

SIGNED		DATE	
NAME		EMAIL	
COMPANY/ORGANIZATION			
ADDRESS			
CITY	STATE	ZIP	COUNTRY
TELEPHONE	CELL		

*Please complete and submit to:*

National Commission for the Certification of Crane Operators, Western Regional Office  
 5250 S. Commerce Drive, Suite 100, Murray, Utah 84107  
 Phone: 801-363-2693 / Fax: 801-363-3806 / Email: ppacheco@nccco.org



# Test Site Coordinator SUMMARY FORM—SIGNALPERSON PROGRAM

*Please type or print neatly.*

TEST SITE COORDINATOR			
COMPANY or ORGANIZATION			
COMPANY MAILING ADDRESS			
CITY	STATE	ZIP	COUNTRY
TEST SITE COORDINATOR CELL PHONE		COMPANY PHONE	
EMAIL (Test Site Coordinator/Company Representative)			
TEST DATE		TEST ADMINISTRATION NUMBER	
COMPANY / ORGANIZATION AT TEST SITE LOCATION (if different from above)			
COMPANY REPRESENTATIVE AT TEST SITE LOCATION (if different from Coordinator above)			COMPANY REP CELL PHONE
TEST SITE ADDRESS (if different from above)			
CITY	STATE	ZIP	COUNTRY
Number of Candidates: <input style="width: 50px; height: 20px;" type="text"/>		Candidate Fees:	\$ _____
		Candidate Late Fees:	\$ _____
		Test Site Late Fees:	\$ _____
		Special Administration Fees:	\$ _____
		Total Amount of Fees Enclosed:	\$ <input style="width: 100px; height: 20px;" type="text"/>

## METHOD OF PAYMENT

***Do not send cash.***

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Personal check enclosed	<input type="checkbox"/> Employer check enclosed	<input type="checkbox"/> Money order enclosed	<i>Please do not staple your check or money order.</i>
--------------------------	--------------------------	--------------------------	--	--	---	--

*If paying by credit card, please complete the following information:*

CREDIT CARD NUMBER	EXPIRATION DATE
NAME (Print as it appears on card)	SECURITY CODE
Three- or four-digit code located on the card.	

*If using company credit card, provide company name: \_\_\_\_\_*

*Email credit card receipt to: \_\_\_\_\_*

**Checks and money orders should be payable to: NCCCO**

**Please return this Test Site Coordinator Summary Form along with all Candidate Application Forms to:**

NCCCO—Testing Services Department	Phone: 727-449-8525
5250 S. Commerce Drive, Suite 100	Fax: 801-938-9540
Murray, Utah 84107	Email: <a href="mailto:writtenapps@nccco.org">writtenapps@nccco.org</a>



# Practical Test Administration

## SUMMARY FORM—ALL PROGRAMS

*Please type or print neatly.*

SUBMITTER'S NAME			
SUBMITTER'S CELL PHONE	SUBMITTER'S EMAIL	PRACTICAL EXAM SITE NUMBER	
PRACTICAL EXAM SITE LOCATION (STREET ADDRESS)			
CITY	STATE	ZIP	COUNTRY
TEST SITE COORDINATOR NAME			
TEST SITE COORDINATOR CELL PHONE		TEST SITE COORDINATOR EMAIL	

**Dates Testing Occurred (range)** First date: \_\_\_\_\_ Last date: \_\_\_\_\_

Practical Examiner Name	Practical Examiner Accreditation Number

**Number of candidates tested:** \_\_\_\_\_

**Number of Practical Exams administered:** \_\_\_\_\_

**Did you submit the Site Report?** (Not required for Signalperson test administrations or permanent test sites)

- Yes     No

**Did you submit the Crane/Digger Derrick Report?** (Not required for Mobile Crane, Rigger, or Signalperson test administrations)

- Yes     No

**Did you submit all candidate applications and fees?**

- Yes     No

**How are you submitting candidate photos?** \_\_\_\_\_

\_\_\_\_\_

**Tests administered in which programs?** (Check all that apply):

- Mobile Crane Operator
- Tower Crane Operator
- Overhead Crane Operator
- Articulating Crane Operator
- Digger Derrick Operator
- Service Truck Crane Operator
- Dedicated Pile Driver Operator
- Drill Rig Operator
- Rigger
- Signalperson

# PRACTICAL TEST ADMINISTRATION SUMMARY FORM (CONT'D)

List all cranes/digger derricks/dedicated pile drivers used during this administration period:




Crane Type (e.g., "TLL")	Make	Model	Serial Number

## PAYMENT SUMMARY

Total Examination Fees Enclosed:	\$ _____
Updated CCO Card Fees Enclosed:	\$ _____
Detailed Score Report Requested*:	\$ _____ (\$50.00 if requested)
<b>Total Fees Enclosed:</b>	<b>\$ _____</b>

*\*Separate Detailed Score Report Request Form must be submitted for processing. Payment may be provided either here or on separate form.*

## METHOD OF PAYMENT (Do not send cash.)

<input type="checkbox"/> 	<input type="checkbox"/> 	<input type="checkbox"/> 	<input type="checkbox"/> Personal check enclosed	<input type="checkbox"/> Employer check enclosed	<input type="checkbox"/> Money order enclosed	<i>Please do not staple your check or money order.</i>
--	--	--	--	--	---	--

If paying by credit card, please complete the following information:

CREDIT CARD NUMBER	_____	EXPIRATION DATE	_____
NAME (Print as it appears on card)	_____	SIGNATURE (on card)	_____
		SECURITY CODE*	_____

\* Three- or four-digit code located on the card.

Email credit card receipt to: \_\_\_\_\_

Checks and money orders should be payable to: NCCCO

**Please return this Practical Test Administration Summary Form along with all candidate applications, fees, photos and score sheets to NCCCO via the eSubmit method. For more information regarding eSubmit, please contact Jennifer Warner via email at [jwarner@nccco.org](mailto:jwarner@nccco.org).**



# Ready Reference Checklist

## SIGNALPERSON TEST SITE

### TEST ROOM CHECKLIST

- Quiet, well-lit, properly ventilated surroundings with a comfortable temperature and free from distractions
- Accessible to candidates with special needs
- Head table or podium at the front of the room
- Registration table
- Easy access to unlocked rest rooms stocked with sufficient supplies
- Easy access to a water fountain
- Large signs prominently posted making candidates aware of the location of the test
- A clock visible to all candidates, preferably at the front of the room
- Sufficient tables with smooth writing surface and enough space for the number of candidates registered
- Comfortable chairs (with backs) with an appropriate height in relation to tables
- Room has good acoustics to allow candidates to hear instructions clearly
- Adequate space for Chief Examiner and Proctors to observe candidates easily
- Parking sufficient to accommodate the number of vehicles expected

### PRACTICAL TEST ROOM CONFIGURATION AND EQUIPMENT REQUIRED CHECKLIST

- An enclosed testing room with adequate lighting, free of distractions and noise, in which the candidate, Practical Examiner, and only official observers may be present; once testing is completed, the candidate must leave the testing area and not converse with candidates who tested or are waiting to test.
- A table or desk for the Practical Examiner to face the candidate to observe the hand signals given
- A space for the candidate to stand facing the screen approximately 12 to 15 feet away from the screen to demonstrate the appropriate hand signals
- A separate waiting room (away from the testing) for candidates waiting to test
- Laptop with minimum specification requirements (Windows XP, 256 MB of RAM)
- External speakers for laptop
- Projector with minimum resolution requirements (1024 × 768, 1800 lumens)
- Projection screen with a clear uniform surface and a viewable display of at least 60 inches diagonally

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# Detailed Score Report Request Form FOR CCO RIGGER & SIGNALPERSON EXAMINATIONS

If you wish to receive a Detailed Score Report on candidates taking the CCO examination(s), please fill out this form and submit it, along with a \$50 processing fee, to NCCCO when you return your test administration materials for each administration:

NCCCO—Practical Exam Processing  
5250 S. Commerce Drive, Suite 100  
Murray, UT 84107

Phone: 801-363-2693  
Fax: 801-938-9540  
Email: jwarner@nccco.org

**You must submit this form for each test administration.** Scores are the property of the candidate, and his/her consent must be obtained before NCCCO can release the scores to a third party. Please have each candidate sign under the release statement below.

**Please type or print neatly.**

NAME OF REQUESTOR		PHONE	
COMPANY NAME			
MAILING ADDRESS			
CITY	STATE	ZIP	COUNTRY
TEST ADMINISTRATION/SITE NUMBER	TEST DATE	SIGNATURE	

## CANDIDATE RELEASE STATEMENT

**Notice to Candidate:** By signing this form, you are giving your permission to the National Commission for the Certification of Crane Operators (NCCCO) to release the details of your test scores directly to the person listed above as the "Requestor."

CANDIDATE NAME (printed)	DATE OF BIRTH*	CANDIDATE RELEASE SIGNATURE
1.		
2.		
3.		
4.		
5.		
6.		
7.		

\*Date of birth to assure correct candidate identification.

## METHOD OF PAYMENT FOR DETAILED SCORE REPORT REQUEST

**Do not send cash.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Personal check enclosed	<input type="checkbox"/> Employer check enclosed	<input type="checkbox"/> Money order enclosed	<i>Please do not staple your check or money order.</i>
--------------------------	--------------------------	--------------------------	--	--	---	--

If paying by credit card, please complete the following information:

CREDIT CARD NUMBER	EXPIRATION DATE	SECURITY CODE*
NAME (Print as it appears on card)	SIGNATURE (on card)	

\* Three- or four-digit code located on the card.

Email credit card receipt to: \_\_\_\_\_

Checks and money orders should be payable to: **NCCCO**

## DETAILED SCORE REPORT REQUEST FORM (CONT'D)

TEST ADMINISTRATION/SITE NUMBER	TEST DATE	NAME OF REQUESTOR
---------------------------------	-----------	-------------------

### CANDIDATE RELEASE STATEMENT

*Notice to Candidate: By signing this form, you are giving your permission to the National Commission for the Certification of Crane Operators (NCCCO) to release the details of your test scores directly to the person listed above as the "Requestor."*

CANDIDATE NAME (printed)	DATE OF BIRTH*	CANDIDATE RELEASE SIGNATURE
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
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*\*Date of birth required to assure correct candidate identification.*





# Permanent Test Site Application

## PRACTICAL EXAMINATIONS

Please type or print neatly.

HOST COMPANY REPRESENTATIVE	PE TEST SITE NUMBER		
HOST COMPANY NAME			
HOST COMPANY MAILING ADDRESS			
CITY	STATE	ZIP	COUNTRY
HOST PHONE	HOST EMAIL		
TEST SITE ADDRESS (Physical address of where the crane(s) will be set up; P.O. Boxes not acceptable)			
CITY	STATE	ZIP	COUNTRY

Programs this site is registered for:

- |   |                                 |                                       |  |  |
|---|---------------------------------|---------------------------------------|--|--|
| <input type="checkbox"/> Mobile         | <input type="checkbox"/> Tower  | <input type="checkbox"/> Overhead     | <input type="checkbox"/> Articulating          | <input type="checkbox"/> Service Truck |
| <input type="checkbox"/> Digger Derrick | <input type="checkbox"/> Rigger | <input type="checkbox"/> Signalperson | <input type="checkbox"/> Dedicated Pile Driver | <input type="checkbox"/> Drill Rig     |

Cranes/digger derricks/dedicated pile drivers/drill rigs registered to this test site (operator programs only):

MAKE/MODEL	SERIAL NUMBER	MAX RATED CAPACITY (TONS)

If additional space is needed, please continue on the back side of this application.

***The Test Site Coordinator or Company Representative assumes total responsibility for selecting equipment and verifying that at all times during the testing process the equipment is in compliance with federal and state OSHA requirements and current applicable industry standards.***

*By signing this application, I understand as Test Site Coordinator or Company Representative that this site is a permanent site in which the course, cranes/digger derricks/pile drivers/drill rigs, and Test Site Coordinator have not changed within the last 12 months. I also agree to abide by all NCCCO Practical Test Site policies and procedures. I understand that by signing this application, NCCCO will conduct an audit of the test site prior to the site being granted permanent status and that if at any time within 12 months the course, cranes/digger derricks/pile drivers/drill rigs,, or Test Site Coordinator change, this site will no longer be considered permanent and a new application for permanent status will be required.*

TEST SITE COORDINATOR SIGNATURE	DATE
TEST SITE COORDINATOR NAME	TSC EMAIL

Please complete and submit to:

National Commission for the Certification of Crane Operators, Western Regional Office  
 5250 S. Commerce Drive, Suite 100, Murray, Utah 84107  
 Phone: 801-363-2693 / Fax: 801-363-3806 / Email: ppacheco@nccco.org





# Security Requirements Report

## WRITTEN & PRACTICAL EXAMINATIONS

A secured test site is a site that requires additional security clearance or security procedures for off-site personnel. If the Written Test Administration Request form and/or Test Site Application indicates that the test site is a secure facility, please complete this form and submit it with your other paperwork.

*Please type or print neatly.*

SECURITY CONTACT REPRESENTATIVE		PE TEST SITE NUMBER (OBTAIN FROM TEST SITE COORDINATOR)	
HOST COMPANY NAME			
HOST COMPANY MAILING ADDRESS			
CITY	STATE	ZIP	COUNTRY
SECURITY CONTACT PHONE		SECURITY CONTACT EMAIL	
TEST SITE ADDRESS (Physical address of where the crane(s) will be set up; P.O. Boxes not acceptable)			
CITY	STATE	ZIP	COUNTRY

1. Does the site have a secured entrance?  Yes  No
2. If the site has multiple entrances, which entrance should testing personnel and/or NCCCO staff and Auditor use to access testing location? \_\_\_\_\_
3. What type(s) of credentials or proof of training are required to gain access to the site? \_\_\_\_\_
4. How much time is required for a security review? \_\_\_\_\_
5. Can security reviews be performed in advance of testing personnel and/or NCCCO staff and Auditor arriving at secure site?  Yes  No
6. Does the site have other site-specific requirements or protocols? (Describe below or attach written security policy.)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

SECURITY CONTACT SIGNATURE	DATE
----------------------------	------

*Please complete and submit to:*

National Commission for the Certification of Crane Operators, Western Regional Office  
5250 S. Commerce Drive, Suite 100, Murray, Utah 84107  
Phone: 801-363-2693 / Fax: 801-363-3806 / Email: ppacheco@nccco.org





## **Candidate Forms**

### **SIGNALPERSON PROGRAM**

*Please photocopy all sides of the following forms when applying for CCO Examinations:*

- **Candidate Application—Written Examinations:  
Rigger & Signalperson**
- **Candidate Application—Practical Examinations:  
Rigger & Signalperson**
- **Candidate Application—Combined Written &  
Practical Examinations: Rigger & Signalperson**
- **Change of Address Form**

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# Candidate Application

## WRITTEN EXAMINATIONS (PAPER/PENCIL TESTS)—RIGGER & SIGNALPERSON

Please type or print neatly. All fields marked with an asterisk (\*) must be completed or application will be considered incomplete.

FULL LEGAL NAME <small>(as shown on driver's license)</small>	FIRST*	Middle	LAST*	Suffix (Jr., Sr., III)
CCO CERTIFICATION NUMBER (if previously certified)	DATE OF BIRTH*	CANDIDATE ID: <small>(if previously tested)</small>		
PERSONAL MAILING ADDRESS*				
CITY*	STATE*	ZIP*	COUNTRY	
HOME PHONE	CELL PHONE*	CANDIDATE EMAIL* (PERSONAL EMAIL UNIQUE TO CANDIDATE)		
COMPANY/ORGANIZATION			PHONE	
COMPANY MAILING ADDRESS				
CITY	STATE	ZIP	COUNTRY	
<input type="checkbox"/> I AM REQUESTING TESTING ACCOMMODATIONS IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT (ADA). <i>(For details on NCCCO's Testing Accommodations policy, please see <a href="http://www.nccco.org/accommodations">www.nccco.org/accommodations</a>.)</i>				
WRITTEN TEST ADMINISTRATION #* <small>(contact Test Site Coordinator)</small>	TEST DATE* (MM/DD/YYYY)	TEST SITE COORDINATOR NAME*		

Note: Written Exam applications received without a Written Test Administration Number will be marked incomplete and cannot be processed.

**FILL IN** the circles next to the exam(s) for which you are applying.

EXAM DESCRIPTION*	EXAM FEES
<input type="radio"/> Rigger Level I Written Exam (652850) <input type="radio"/> Rigger Level II Written Exam (652802) <input type="radio"/> Signalperson Written Exam (652701)	<input type="radio"/> \$100 <input type="radio"/> \$100 <input type="radio"/> \$100
RECERTIFICATION EXAM DESCRIPTION	EXAM FEES
<input type="radio"/> Rigger Level I Recertification Written Exam (652851) <input type="radio"/> Rigger Level II Recertification Written Exam (652833)† †Note: Individuals recertifying for Rigger Level II are NOT required to take the Rigger Level I recertification exam.	<input type="radio"/> One Exam      \$100
<b>Other fees:</b>	
<input type="radio"/> Candidate Late Fee.....	\$50
<input type="radio"/> Incomplete Application Fee (see Candidate Handbook for details).....	\$30
TOTAL AMOUNT ENCLOSED .....	\$ <input style="width: 50px;" type="text"/>

**CANDIDATE APPLICATION (CONT'D)**  
**WRITTEN EXAMINATIONS—RIGGER & SIGNALPERSON**

**CCO CERTIFICATION CARD**

*Candidates who meet all the requirements for certification in any one designation are issued a certification card at no charge. As certificants add additional designations, updated cards are issued at no additional charge. Replacement cards are available for an additional fee; order online at [nccco.org/newcard](http://nccco.org/newcard).*

*Please provide your Test Site Coordinator with a digital color photo (without hat or sunglasses) labeled with your full name and birth date.*

*Alternately, a 1 3/8" x 1 3/4" color passport photo may be substituted for a digital photo; if submitting a passport photo, please give it to your Test Site Coordinator, do not mail it directly to NCCCO.*

*I declare that the foregoing statements and those in any required accompanying documentation are true. I understand and agree that my failure to provide accurate and complete information or abide by NCCCO's policies and procedures, including the Code of Ethics, shall constitute grounds for the rejection of my application, or denial or revocation of my certification. I understand that NCCCO reserves the right to verify any information in this application or in connection with my certification. I expressly consent to NCCCO's release of any information consistent with NCCCO's Information Release policy. I have read the NCCCO Candidate Handbook and agree to be bound by all NCCCO policies and procedures—including NCCCO's substance abuse policy—as they may be amended from time to time, including without limitation those posted at [nccco.org](http://nccco.org). I understand that if at any point during my certification period I fail to meet any of the requirements outlined above, or if matters arise that can affect my capability to continue to fulfill certification requirements, I must report it to NCCCO immediately and agree to cooperate with any subsequent investigation regarding such matters.*




rev 1219

CANDIDATE SIGNATURE\*

DATE\*

**METHOD OF PAYMENT FOR CANDIDATE EXAMINATION FEES**

***Do not send cash.***


 
 
 Personal check enclosed
  Employer check enclosed
  Money Order enclosed
 *Please do not staple your check or money order.*

***If paying by credit card, complete the following information:***

CREDIT CARD NUMBER	EXPIRATION DATE
NAME (Print as it appears on card)	SIGNATURE (on card)
SECURITY CODE	
Three- or four-digit code located on the card.	

*If using company credit card, provide company name:* \_\_\_\_\_

*Email credit card receipt to:* \_\_\_\_\_

**Checks and money orders should be payable to: NCCCO**

**Please send application and payments to:**

NCCCO—Written Exam Processing  
 34125 U.S. Highway 19 North, Suite 150  
 Palm Harbor, FL 34684  
 Fax: 727-461-2746  
 Email: [writtenapps@nccco.org](mailto:writtenapps@nccco.org)





# Candidate Application

## PRACTICAL EXAMINATIONS—RIGGER & SIGNALPERSON

*Please type or print neatly. All fields marked with an asterisk (\*) must be completed or application will be considered incomplete.*

FULL LEGAL NAME (as shown on driver's license)	FIRST* Middle	LAST* Suffix (Jr., Sr., III)	
CCO CERTIFICATION NUMBER (if previously certified)	DATE OF BIRTH*	CANDIDATE ID: (if previously tested)	
PERSONAL MAILING ADDRESS*			
CITY*	STATE*	ZIP*	COUNTRY
HOME PHONE	CELL PHONE*	CANDIDATE EMAIL* (PERSONAL EMAIL UNIQUE TO CANDIDATE)	
COMPANY/ORGANIZATION			PHONE
COMPANY MAILING ADDRESS			
CITY	STATE	ZIP	COUNTRY
PRACTICAL TEST SITE #* (contact Test Site Coordinator)	TEST DATE* (MM/DD/YYYY)	TEST SITE COORDINATOR NAME*	

Note: Practical Exam applications received without a Practical Test Site Number will be marked incomplete and cannot be processed.

*FILL IN the circles next to the exam(s) for which you are applying.*

EXAM DESCRIPTION	EXAM FEES
<input type="radio"/> Rigger Level I Practical Exam (888101)	<input type="radio"/> \$100
<input type="radio"/> Rigger Level II Practical Exam (888201)	<input type="radio"/> \$100
<input type="radio"/> Signalperson Practical Exam (777777)	<input type="radio"/> \$100
RECERTIFICATION EXAM DESCRIPTION	EXAM FEES
<input type="radio"/> Signalperson Recertification Practical Exam (777702)	<input type="radio"/> \$100
<b>Other fees:</b>	
<input type="radio"/> Incomplete Application Fee (see Candidate Handbook for details).....	\$30
TOTAL AMOUNT ENCLOSED .....	\$ <input style="width: 100px;" type="text"/>





# Candidate Application

## COMBINED WRITTEN (PAPER/PENCIL TESTS) & PRACTICAL EXAMINATIONS—RIGGER & SIGNALPERSON

*Please type or print neatly. All fields marked with an asterisk (\*) must be completed or application will be considered **incomplete**.*

FULL LEGAL NAME <small>(as shown on driver's license)</small>	FIRST* <small>Middle</small>	LAST* <small>Suffix (Jr., Sr., III)</small>	
CCO CERTIFICATION NUMBER (if previously certified)	DATE OF BIRTH*	CANDIDATE ID: <small>(if previously tested)</small>	
PERSONAL MAILING ADDRESS*			
CITY*	STATE*	ZIP*	COUNTRY
HOME PHONE	CELL PHONE*	CANDIDATE EMAIL* (PERSONAL EMAIL UNIQUE TO CANDIDATE)	
COMPANY/ORGANIZATION		PHONE	
COMPANY MAILING ADDRESS			
CITY	STATE	ZIP	COUNTRY
<input type="checkbox"/> I AM REQUESTING TESTING ACCOMMODATIONS IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT (ADA). <i>(For details on NCCCO's Testing Accommodations policy, please see <a href="http://www.nccco.org/accommodations">www.nccco.org/accommodations</a>.)</i>			
WRITTEN TEST ADMINISTRATION #* <small>(contact Test Site Coordinator)</small>	TEST DATE* (MM/DD/YYYY)	TEST SITE COORDINATOR NAME*	

Note: Written Exam applications received without a Written Test Administration Number will be marked incomplete and cannot be processed.

*FILL IN the circles next to the exam(s) for which you are applying.*

EXAM DESCRIPTION	EXAM FEES
<input type="radio"/> Rigger Level I (652850) & Rigger Level II (652802) Written and Practical Examst	<input type="radio"/> \$270
<input type="radio"/> Rigger Level I (652850) & Signalperson (652701) Written and Practical Examst	<input type="radio"/> \$270
<b>Other fees:</b>	
<input type="radio"/> Candidate Late Fee.....	\$50
<input type="radio"/> Incomplete Application Fee (see Candidate Handbook for details).....	\$30
TOTAL AMOUNT ENCLOSED .....	\$ <input style="width: 100px;" type="text"/>

†To receive discounted pricing, all written exams must be taken at the same test administration and all practical exams must be completed within seven days of the written exam date. For logistical reasons it is recommended that candidates take no more than four exams on the same day.





# Change of Address Form

Please use this form to advise of any changes of address. Please mail, fax, or email this completed form to:

NCCCO—Customer Service Department  
 2750 Prosperity Ave., Suite 505  
 Fairfax, VA 22031-4312

Phone: 703-560-2391 ext. 801  
 Email: candidate@nccco.org

Please type or print neatly. All fields marked with an asterisk (\*) must be completed.

FULL LEGAL NAME <small>(as shown on driver's license)</small>	FIRST*	Middle	LAST*	Suffix (Jr., Sr., III)																				
CCO CERTIFICATION NUMBER	DATE OF BIRTH*	CANDIDATE ID																						
<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> <td style="width: 15px; height: 15px;"></td> </tr> </table>																								

## OLD ADDRESS

PERSONAL MAILING ADDRESS*				
CITY*	STATE*	ZIP*	COUNTRY	
HOME PHONE	CELL PHONE*	CANDIDATE EMAIL* (PERSONAL EMAIL UNIQUE TO CANDIDATE)		
COMPANY / ORGANIZATION		COMPANY PHONE		
COMPANY MAILING ADDRESS				
CITY	STATE	ZIP	COUNTRY	

## NEW ADDRESS

PERSONAL MAILING ADDRESS*				
CITY*	STATE*	ZIP*	COUNTRY	
HOME PHONE	CELL PHONE*	CANDIDATE EMAIL* (PERSONAL EMAIL UNIQUE TO CANDIDATE)		
COMPANY / ORGANIZATION		COMPANY PHONE		
COMPANY MAILING ADDRESS				
CITY	STATE	ZIP	COUNTRY	

## EFFECTIVE DATE OF CHANGE

--



# NCCCO Information Release Policy

## A. Definitions

1. "NCCCO" means and refers to the National Commission for the Certification of Crane Operators acting through its staff and authorized agents and representatives.
2. "Releasable Information" means and refers to the following information: name, certification status, examination dates, certification dates, certification number(s), and designations. In the case of accredited Practical Examiners, "Releasable Information" also means and refers to the following information: name, accreditation status, accreditation dates, accreditation number, and categories in which the Practical Examiner is authorized to administer exams.
3. "Third Party" means and refers to an employer, prospective employer, regulatory agency, or any other person or entity that makes an inquiry to NCCCO.

## B. Policies

1. It shall be the policy of NCCCO to provide Releasable Information pertaining to individuals who have successfully passed one or more NCCCO examinations. It shall also be the policy of NCCCO to provide Releasable Information pertaining to such individuals on its website using such protocols as may be established. In addition, it shall be the policy of NCCCO to provide information, as appropriate, concerning individuals who have been sanctioned, suspended or revoked from participation in NCCCO's programs, using such protocols as may be established.
2. Releasable Information may be released to a Third Party who makes a written request, including by electronic correspondence. Generally, Releasable Information will be released within one business day from actual receipt of a written request.
3. If a Third Party requests information concerning an individual who has not taken or successfully passed an NCCCO examination, NCCCO may release a statement confirming that, as of a given date, the individual does not appear on NCCCO's list of successful candidates in one or more categories of certification.
4. If an applicant or certificant is under formal sanction, suspension, or revocation by NCCCO, then NCCCO may release a statement to that effect to any persons and by any reasonable means, including by means of a list published on the NCCCO website. In addition, if an individual applicant or certificant is under formal investigation, sanction, suspension, or revocation by NCCCO, then NCCCO may release a statement concerning the status of the applicant or certificant to any Third Party and to any jurisdiction that requires or accepts CCO certification as a basis for satisfying requirements to work in the jurisdiction. Any such

statement to a Third Party or jurisdiction may identify the applicant or certificant, the certifications affected, the actions taken, and the effective dates of any such actions.

5. If an accredited Practical Examiner, authorized Test Site Coordinator, listed Training Provider, or other authorized participant in NCCCO's programs ("Authorized Participant") is under formal sanction, suspension, or revocation by NCCCO, then NCCCO may release a statement to that effect to any persons and by any reasonable means, including by means of a list published on the NCCCO website. In addition, if an Authorized Participant is under formal investigation, sanction, suspension, or revocation by NCCCO, then NCCCO may release a statement concerning the status of the Authorized Participant to any persons and by any reasonable means, including by means of a list published on the NCCCO website. Any such statement may identify the Authorized Participant, the credentials or capacities affected, the actions taken, and the effective dates of any such actions.
6. If a Third Party seeks information other than the foregoing information, generally, absent a subpoena or similar legal process, such information will not be released. However, in the course of business, as circumstances reasonably warrant, NCCCO reserves the discretion to release information other than the foregoing information.
7. Certain situations may require or warrant the immediate verbal confirmation of an individual's certification status or other Releasable Information in response to a written or verbal request. Under such circumstances, NCCCO may provide such immediate verbal confirmation, at its discretion. When such a verbal confirmation is provided, it shall be NCCCO's policy to follow up with a written confirmation.
8. It shall be the policy of NCCCO to discuss score-related and test-specific matters only with a candidate or a candidate's authorized legal representative.
9. NCCCO will release Releasable Information about an individual upon receipt of a written request (including electronic correspondence) from that individual. NCCCO may release information other than Releasable Information about an individual, at its discretion, upon receipt of a signed, notarized, written request from that individual. In addition, NCCCO will release information other than Releasable Information about an individual when required by a legal authority of competent jurisdiction under a duly-issued subpoena, subject to any objection, or as otherwise required by law.



# Summary of Changes

## TEST SITE COORDINATOR HANDBOOK—SIGNALPERSON

Following approval by the appropriate NCCCO committees, Commissioners, and/or Board of Directors, the following substantive (non-editorial) changes have been made to the *Signalperson Test Site Coordinator Handbook* (major programmatic changes covered in Test Site Coordinator Bulletins are in **bold**):

### Changes made 03/20:

Page(s)	Section	Change
footers	all	<ul style="list-style-type: none"> <li>Added test code and form number</li> </ul>
3	Test Site Setup—Written Exams	<ul style="list-style-type: none"> <li>Added that the testing room must be free of all training aids and training/reference materials, including without limitation posters, writing on boards, and handouts.</li> </ul>
15	Test Site Application	<ul style="list-style-type: none"> <li>Email address to submit application changed to ppacheco@nccco.org</li> </ul>
19	Practical Test Site Coordinator Agreements	<ul style="list-style-type: none"> <li>Email address to submit agreement changed to ppacheco@nccco.org</li> </ul>
25	Detailed Score Report Request Form	<ul style="list-style-type: none"> <li>Changed mailing address, phone, and fax to Utah</li> </ul>
27	Permanent Test Site Application	<ul style="list-style-type: none"> <li>Email address to submit application changed to ppacheco@nccco.org</li> </ul>
29	Security Requirements Report	<ul style="list-style-type: none"> <li>Email address to submit application changed to ppacheco@nccco.org</li> </ul>
34	Candidate Application—Written Exams	<ul style="list-style-type: none"> <li>Changed mailing address, phone, and fax to Utah; updated email</li> </ul>
38	Candidate Application—Combined Exams	<ul style="list-style-type: none"> <li>Changed mailing address, phone, and fax to Utah; updated email</li> </ul>
45	Change of Address form	<ul style="list-style-type: none"> <li>Changed mailing address, phone, and fax to Virginia; updated email</li> </ul>

### Changes made 12/19:

Page(s)	Section	Change
8	Candidate Application Fees	<ul style="list-style-type: none"> <li>Exam fees updated for 2020</li> </ul>
9	Submitting Applications	<ul style="list-style-type: none"> <li>Instructions added for electronically submitting candidate applications and fees</li> </ul>
9	Cancellation Policy	<ul style="list-style-type: none"> <li>Updated cancellation policy, including \$25 cancellation fee</li> </ul>
16	Written Test Administration Request Form	<ul style="list-style-type: none"> <li>Form updated</li> </ul>
17	Combined Test Administration Request Form	<ul style="list-style-type: none"> <li>Form updated</li> </ul>
throughout	Candidate Applications	<ul style="list-style-type: none"> <li>Exam fees updated</li> <li>Attestation statement updated</li> <li>Updated certification cards now issued at no charge when adding designations</li> </ul>

### Changes made 09/19:

Page(s)	Section	Change
3	Hosting and Administering CCO Practical Exams	<ul style="list-style-type: none"> <li>Added that Test Sites and Practical Examiners may charge fees beyond exam fees</li> </ul>
7	Applying to Host CCO Examinations	<ul style="list-style-type: none"> <li>Added that Test Sites are registered to physical location of where testing occurs</li> </ul>
9	Score Reports	<ul style="list-style-type: none"> <li>New Certification Number Report automatically sent with Pass/Fail Score Report</li> </ul>
9	Retest Policy	<ul style="list-style-type: none"> <li>Effective October 1, 2019, candidates needing to retake a written exam must wait four weeks to retest unless an alternate form of the exam is available</li> </ul>
10	Permanent Test Sites	<ul style="list-style-type: none"> <li>Permanent open test sites may be listed on the NCCCO website by completing form</li> </ul>
33–38	Candidate Applications	<ul style="list-style-type: none"> <li>Mandatory fields marked with asterisk(*)</li> </ul>

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## IMPORTANT CONTACT INFORMATION



### **NATIONAL COMMISSION FOR THE CERTIFICATION OF CRANE OPERATORS**

2750 Prosperity Avenue, Suite 505  
Fairfax, VA 22031-4312

Phone: 703-560-2391

Fax: 703-560-2392

Email: [info@nccco.org](mailto:info@nccco.org)



**NATIONAL COMMISSION FOR THE  
CERTIFICATION OF CRANE OPERATORS**

2750 Prosperity Avenue, Suite 505  
Fairax, VA 22031-4312

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